

Hard of Hearing Consumers need to be able to test cell phones while they are in the store. I went to Verizon Wireless and they refused to let me try out the cell phone in the store, so I had to buy it, take out the service contract, and then take it home. Upon getting home with the phone, I realized I could not hear properly with it and had to take it back. Verizon was extremely difficult to deal with and finally after 3 months I got the bill straightened out.